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FEDERAL BUREAU OF INVESTIGATION

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Date of transcription 09/21/2001

GAIL JAWAHIR, Date of Birth (DOB) [REDACTED], Social Security Account Number (SSAN) [REDACTED] Customer Service Representative, UNITED AIRLINES, Boston, Massachusetts (MA), was advised of the identity of the interviewing agent and the purpose of the interview. Also present was Massachusetts State Trooper PI DOWNSBOROUGH. JAWAHIR provided the following information:

JAWAHIR has been employed with UNITED AIRLINES for approximately 13 years. She is currently assigned to Customer Service and responsible for the ticketing and check in of passengers. She normally works the 4:30 a.m. to 1:00 p.m. shift.

JAWAHIR arrived to work at approximately 4:30 a.m. Upon her arrival, she discovered that she been assigned to work with the basic check-in of passengers. JAWAHIR advised that she prefers to work with ticketing and switched job assignments with UNITED AIRLINES employee KAREN GRIFFITH. JAWAHIR stated that at approximately 4:30 a.m., UNITED AIRLINES had their normal daily briefing. This briefing is a discussion about flights, weather, and assigned positions. The purpose of the briefing is also is to address any vacancies due to employees calling in sick. JAWAHIR recalled that everyone was present that morning.

At approximately 5:00 a.m., JAWAHIR opened her counter and started with the first of the customers. JAWAHIR recalled checking in a number of people who were scheduled to fly on UNITED AIRLINES Flight 175, Boston to Los Angeles. However, JAWAHIR stated that passenger flow was very slow and she did not check very many people in.

Shortly before 7:00 a.m., JAWAHIR recalled two well dressed Arabic males approached her ticket counter. JAWAHIR advised that one of the males (Subject #1) indicated that he wished to purchase a ticket. JAWAHIR advised that he spoke very poor English. JAWAHIR stated that she asked, "checking in or buying a ticket?" The man, (#1), who JAWAHIR identified as being of Mid Eastern descent, responded "purchase ticket." JAWAHIR noted that she observed that Subject #1 had a UNITED AIRLINES envelope with a UNITED AIRLINES itinerary in hand. JAWAHIR stated that she informed #1 that he did not need to buy a ticket, that he already had a ticket and he simply needed to go to the

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Investigation on 09/11/2001 at Logan Airport, Boston, MA

File # 265D-NY-280350

Date dictated 09/16/2001

by SSA [REDACTED]

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check in area. JAWAHIR advised that both men subsequently depart<sup>b6</sup> for the line to check-in for flights. <sup>b7c</sup>

JAWAHIR advised that the two young Mid Eastern men walked over to stand in the check-in line. JAWAHIR recalled that UNITED AIRLINES Customer Service Agent [REDACTED] was the representative who dealt with the two Middle Eastern gentlemen. JAWAHIR advised that one of the men must have told [REDACTED] that he wished to buy a ticket, as [REDACTED] sent both men back to JAWAHIR's counter.

JAWAHIR stated that Subject #1 again said that he needed to buy a ticket. JAWAHIR asked to look at his itinerary and found that he was booked on UNITED AIRLINES Flight 175, Boston to Los Angeles. JAWAHIR added that the gentlemen, whose last names both started with an "A," were in the business class, row 9, in either seats A and B or B and C. JAWAHIR added that Subject #1 used a Florida driver's license for identification, and recalled that the city listed on the driver's license was "something Beach." JAWAHIR stated that she then asked both Subject #1 and Subject #2 the security questions. JAWAHIR advised that both #1 and #2 had problems answering the security questions. JAWAHIR went over the questions again very slowly and received the appropriate responses.

JAWAHIR advised that #2 had a paper ticket, that appeared to have been mailed to him. Number 2 utilized a Virginia drivers license as his form of identification. JAWAHIR stated that both men checked in one bag. JAWAHIR recalled that each bag was normal in size and did not appear to be very heavy. JAWAHIR added that the bags were the size that you would normally utilize if you were gone for a week. JAWAHIR added that both bags looked new. JAWAHIR advised that she thought both men had one carry on bag with them.

JAWAHIR advised that she issued the two men two boarding passes, in row 9, in the business class section. JAWAHIR added that she asked the men if it would be okay to have her place both boarding passes in one envelope. JAWAHIR advised that she was uncertain as to whether the men understood the question, but they indicated that it would not be a problem. Thus, JAWAHIR placed both tickets and boarding passes in one envelope. JAWAHIR also circled the gate number, gate 19, on boarding pass. JAWAHIR then directed the two men in the direction of the security gate. JAWAHIR advised that they departed in that direction. JAWAHIR added that she did not observed the men with either cell phones or pagers.

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JAWAHIR described Subject #1 as a Mid Eastern male, early 20's, approximately 5'4", with a slim build. JAWAHIR recalled that this individual was very well dressed, with well trimmed hair and a button down shirt. JAWAHIR advised that #1 had dark hair which was combed back and very short with bangs. He did not have any facial hair, nor did she recall glasses or jewelry.

JAWAHIR described #2 as shorter than #1, well dressed wearing what appeared to be a dark suit. He also had short hair and a dark skin tone.

JAWAHIR recalled that the suitcases that the men checked in were soft sides with handles you could use to pull the suitcase behind you. JAWAHIR recalled that the handbags looked like a briefcase. JAWAHIR did not recall either man emanating any type of scent, ar<sup>b6</sup> thought that they seemed to be students.<sup>b7c</sup>

JAWAHIR was asked if she would recognize the name of the passengers from the UNITED AIRLINES manifest for Flight 175. JAWAHIR advised that she thought she would be able to pick the names out, as they had the same last name. JAWAHIR was shown a manifest and immediately indicated that HAMED ALGHAMDI and HAMZA ALGHAMDI were the two Mid Eastern individuals who checked in with her at the ticket counter. JAWAHIR added that she was positive that those were the names utilized by the two men.

JAWAHIR stated that she recalled the men well enough to attempt and provide information for a sketch of the two men.

JAWAHIR lives at [redacted] home  
telephone number [redacted] work telephone number [redacted]  
Her UNITED AIRLINES identification number is [redacted]

JAWAHIR provided no additional information at this time.